

DEPARTMENT OF TRANSPORTATION

Traffic Operations
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January 7, 2002

**ALL PERMITTEES
ALL PERMIT SERVICE COMPANIES**

This is to remind you that effective immediately, we will enforce our prior policy regarding the processing of over the counter applications. Counter applications will not be accepted before 8:00 a.m. and after 3:00 p.m. Also, there will be no walk-in's on the holidays we are open. Our business hours still remain from 8:00 a.m. to 5:00 p.m., Monday through Friday. Customers are allowed in the office only during business hours. All faxed and walk-in applications are processed in the order received.

Only completed hardcopy applications that are delivered in person are considered counter applications. Having a person waiting at the counter, while faxing in the application shall not constitute a counter application. It is the walk-in customer's responsibility to fill out their portions of the application correctly. Once this is done, processing will begin. Any errors by the customer must be corrected by the customer. Also, applications faxed in or submitted over the counter are not guaranteed to be processed on the same day.

The enforcement of this policy is necessary to ensure all permits are processed in the order received and as quickly as safety allows. To avoid rushing and giving undue pressure to the permit writers, no customer is allowed in the work area. Please advise your staff or representative to wait in the lobby while the application is being processed.

Your cooperation will be greatly appreciated.

If you have further questions on this matter, please contact the Region Managers at the following telephone numbers:

North Region: Fermin Barriga	(916) 372-6001
Aaron Nicholson	(916) 322-4960
South Region: Siong Yap	(909) 383-7513

Sincerely,

A handwritten signature in black ink, appearing to read "N. Ebrahimi".

NADER EBRAHIMI, Chief
Transportation Permit Branch